

What is claimed is:

1. In a multimedia communication center (MMCC), a client self-help system, comprising:

5           an operating system (OS) including an outward-facing communication interface for accepting communications from clients, and for presenting a display for a connected client;

10           an interactive self-help wizard model presented in a graphic interface in the display and configured to a selected client; and

15           a media selection interface presented in the graphic interface by which the connected client may select a particular media for receiving help, and indicate the nature of help desired;

              wherein the self-help wizard is periodically automatically updated in available information according to client transaction history with the enterprise.

2. The system of claim 1 wherein the self-help wizard model is accessible and programmable by a worker connected by a computerized workstation to the MMCC.

- 20
3. The system of claim 1 wherein the media open to client selection includes WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

- 25
4. The system of claim 1 wherein, by selection of a media type, the client initiates a call back in the media selected to a client apparatus compatible with the media selected.

5. The system of claim 4 wherein, by selecting COST or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the client through a telephone number or IP address listed for the client, and the IVR then interacts with the client to provide specific help to the client.

5

6. The system of claim 1 further comprising an ordering function tailored to a client providing an ordering interface for parts and services relating to recently acquired enterprise products by the client.

10

7. The system of claim 1 wherein the self-help wizard comprises a reporting function, and the reporting function monitors client activity related to the wizard and makes that activity available to an enterprise agent through the OS.

15

8. A method for providing self-directed aid to clients of an enterprise-hosted multimedia call center (MMCC), comprising steps of:

(a) configuring a graphic self-help wizard interface including a media-selection function for a selected client associated with the enterprise, and presenting the wizard in a graphic display to a connected client;

20

(b) updating the wizard with information periodically according to client transaction history with the enterprise; and

(c) establishing an interactive communication with the client in the media selected in step (a) whereby updated information may be provided to the client.

25

9. The method of claim 8 including a step for programming the wizard by an enterprise worker.

10. The method of claim 8 wherein, in step (a), media available through the media selection includes WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.
- 5       11. The method of claim 8 wherein, in step (a), by selection of a media type, the client initiates a call back in the media selected to a client apparatus compatible with the media selected.
- 10      12. The method of claim 11 wherein, by selecting either COST or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the client through a telephone number or IP address listed for the client, and the IVR then interacts with the client to provide specific help to the client.
- 15      13. The method of claim 8 further comprising a step providing an ordering function tailored to a client providing an ordering interface for parts and services relating to recently acquired enterprise products by the client.
- 20      14. The method of claim 8 further comprising a step for monitoring client activity with the wizard and making that activity available to an enterprise agent through the OS.